

WEBVTT

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00:00:03.174 --> 00:00:12.865

I'd like to thank everyone for joining us on. Today's regarding added. Staffing won't take very much of your time. Just a reminder. Only the chat box is available.

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We have disabled the Q and a to try to streamline those questions, coming in as well as make it a little more efficient in finding those questions between 2 boxes. And there's a little more difficult than just that. 1.

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so, if you have questions, Smith, those there, if possible, please make sure you present, or you submit those at a minimum to all panelists do not send your questions about the content to just the host that's going to come to me.

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And I'm just going to tell, you'll probably want those answers from RJ or Lucas, rather than from me. So, with that, I will turn it over to today's presenters to let them introduce themselves. And we'll get going.

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Thank you so much I can.

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My name is Marie Evans, and I am the statewide risk prevention coordinator. I'm also a licensed behavior analyst.

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And I'll let Lucas introduce him, so.

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Good morning everyone I'm Lucas sevens. I'm also a behavior analyst and I'm the central area behavior analyst for the.

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So, today we're going to talk to you about added staffing and why it should be more than.

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Um, just a warm body.

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So, again, just a little housekeeping I, and.

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Please mute on entry and then use the chat box. If you have any questions. Like I said, and make sure you submit that to.

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Everybody or to Lucas, rather than to the host.

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So, today we really want to help identify.

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To know how to identify whether.

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You need added staffing and then learn strategies if you do to help staff and the person that they're supporting, be successful together. And then what resources we have to help you.

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Beyond just added staffing, and we're also going to talk start off by talking a little bit about why added staffing is a risk category here in Missouri.

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And so, Lucas, if you want to start us off by talking about why.

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Why is added staffing a risk?

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Okay, awesome. So I'm going to talk about 2 things I'm going to talk about. Um.

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Risks associated with staffing and I'm also going to talk about.

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Added staffing as a as a modification from typical of a person's life. So let's start with, let's start off with modification from typical. So modification from typical means that.

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You know, the typical person out in the community doesn't have.

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Um, staffing, and specifically there's a certain level of kind of staff that comes along with being in residential service and DD. And when you have above and beyond that, you have.

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More than typical levels of staffing for residential services and more than typical or a modification from typical is the way that CMS talks about rights limitations.

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So we would call them rice restrictions or rice limitation calls them modifications to a typical life. And.

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If you all have seen the recent on the CSR.

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9 CSR, 45 3.090T, which is the behavior support. It talks about that additional staffing for whatever reason is a right limitation is a modification from typical.

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And that's true. No matter.

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What the reason is, so, whether it's for medical.

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Um, or behavioral, it's still a rights limitations.

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Um, because you're doing above and beyond what the typical residential person would get.

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So, why is it a limitation? Well, you are adding extra staff or extra people.

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Which is not something that a person commonly would have in their home and typically they're doing things.

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Like, observing you, so you might be limited on the amount of privacy that you would have. They might be.

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Making sure that you don't do things that are, aren't.

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Unsafe for you, which could be behavioral things, like, so you're not seeking things in your mouth or it could be medical things are not pulling tubes out either way. They're kind of limiting your ability to do things freely.

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And so it is a rides limitation and we do these things. So, again that.

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Added staffing as a rights limitation doesn't mean you can't do it, so let's just start off and make sure that everybody understands that. Right? Limitations are allowable and waiver settings.

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You just have to follow all the things that go with using right limitations, which includes affording people due process and going through all those steps.

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So there are many reasons to need.

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Additional staffing, we're going to talk about some today, but 1 of the 1 of the common things are the kind of.

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Thread that holds them all together is it indicates an additional.

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Risking us or some additional risk for the person. So you need this extra staff around to help because the person is at risk of bad outcomes if they weren't there.

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They're at risk of harming themselves either accidentally or on purpose, and they need extra staff to supervise them. They need help with their daily living stuff. And so they, they need somebody there.

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So they're kind of at.

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At risk, and they need this extra staff to kind of help them with their risk in in the system we look at it, look at additional staffing as a, as a risk indicator and.

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We specifically get really concerned about wanting to know how we can help when individuals start having more than 720 hours a month.

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So that would be about 1 on 124, 7.

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So, if a person has 24, 7, 1 on 1, then we really want to know kind of how we can.

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Make sure that's effective and other things that are in place in addition to staff, which we're really talking about today. So that's just kind of trying to level set with everybody to make sure everybody understands that when you're using more than typical staffing.

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That's limiting somebody's rights and.

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The reason why it's a limitation is because you're doing something above and beyond that you wouldn't typically do. And that usually is because you're.

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Addressing some sort of risk. The other thing that we know is that typically staffer used as kind of like a band aid for behavioral challenges, which means we don't know what else to do.

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So, we just throw extra staff at it and that's really kind of the, the main reason why this training exists.

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So that we can start identifying that we're using status band AIDS and what we can do in addition to band the problem.

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Thank you this.

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And so so, 1st, step, if you.

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I think that an extra person is necessary to.

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For help the situation is, you would want to do or need to do a risk assessment, and we have some screening tools to help.

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In doing so we have a risk screening guide, and we also have an enhanced staffing review form.

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And what this form does is, it really helps.

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The team problem solve around the need for added staffing.

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And then also to take data and.

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1 of the the key things with taking data is knowing what kind of data so not just frequency data or account of how many times the problem behavior is happening or how many times the person needs help.

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Instead, we're thinking that we actually need contextual data, which might be things about times of day when staff might be needed special circumstances. So an event or.

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A schedule of activity where they might need extra staff rather than all of the time. And Lucas will talk a little bit more about.

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Data as well, and at that, when we, when we post this, all all of these tools that we talk about, will will be linked for you guys.

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So, thanks, Brandon. Yeah, she, she mentioned that there are different types of data that would give you different information and I think she said it really well that you're really trying to narrow down.

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Kind of what's happening when the problems are occurring. So, for so 1st, you figure out why you need the staff and then you start figuring out.

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What are the other things that are happening around it? So.

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Is there a particular person that happens to be on duty when challenges happen? Is there a particular time of day that things are worse? So I'll give you a perfect example. So, maybe you find that.

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After meals, particularly the person struggles a lot and becomes much more likely to get irritable and get physically aggressive. So, 1 of the things you might find.

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Um, as you're utilizing your staff and you're taking data is.

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Gosh, it's always around mealtime and you happen to talk to your nurse who mentioned it to the doctor and they say, well, I wonder if he has acid reflux acid reflex is 1 of those things that.

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Um, is commonly associated with irritability and aggression.

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And so being able to take data around times a day, that challenges are happening, can give you some idea about.

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What other things might be going on that you can address it might be related to special events. So, scatterplot is a really good.

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Um, tool and that really all it is is a grid that has the easiest way to look at. It is it's kind of like your calendar.

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So, if you have your days of the week, going across the horizontal or from left to right Sunday through Saturday, and then you have the hours of the day going down, starting with whatever seems reasonable at the top. Maybe at 6 0T a M, which is on the person normally gets up going down to.

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Approximately when they go to bed, and when things happen throughout the day, you're just marking it in the hour in which it occurred.

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On whatever day it was, and then doing this a few weeks, you can start to see if there's patterns.

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Frequency just means counting it just counting how many times it happens in a day.

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Um, and then you can kind of group that together and weeks and months to see.

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Isn't happening more or less than it used to. We also I want to make sure we get questions as we go through. And I saw that there was 1 about.

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Uh, due process committee and Jennifer asked the question.

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Should all plans that contain enhanced levels with staff and go through due process committee? So, what I will say to that.

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Is, um.

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If staffer being staff is above and beyond what's typical for the residential service.

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Then, that seems like a modification of a person's life.

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It seems to be a meet the definition of a right limitation.

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And you can't just make a blanket statement about.

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Everything and so you would have to think a little bit also about what's the purpose for having the staff.

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How does a person feel about having the staff? And so I can't give you a solid answer, but I would be considering whether it should go through. I would be thinking about whether.

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It meets all those, all those components that would indicate it needs to have due process. So if you're limiting a person's rights to privacy or anything above and beyond what's typical in a residential service, and I would say, yeah, it needs to go.

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Through the process, which again, due process committee is just the last part of the process of due process. It's not due process happens due process happens.

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All the time, every day, when you're thinking about what a person's rights are, and you're making sure you're honoring those and due process committee is just the, the.

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The look behind to make sure all that stuff happening. So.

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So, if you've done your risk assessment, you've taken data.

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And there's been identification that yeah, you do need.

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An extra person there to to help the situation.

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And what we, what we say you need is not a warm body, you need a behavior coach, you need someone to help the person know what to do. And.

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That staff needs to do with the person, not for the person so they need to be coaching the person, especially if it's for added staffing for behavioral needs, then.

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That added staff needs to coach the person on what behavior they should be doing.

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As an alternative is.

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And these are some things that we recommend, go along.

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With added staffing the safety crisis plan, person, centered, staffing.

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Engaged staff, flexible schedules, define schedules, skills, teaching, and then continuously taking data.

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And also fading staffings so it's not that the person's always going to have additional staffing. What's the plan to stage staffing in the future?

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And we're going to go into these in more detail.

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Okay, so safety crisis plans, what are those.

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The easiest way to think about a safety crisis plan is it's just.

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A set of things that you can do that are preventative that are likely to.

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Prevent a challenging situation from happening, or if a challenging situation does happen, it's the things that you do to get through it as safely and quickly and positively as possible.

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That's really all it is. It's just a plan of things that because of what we know about the person or what's happened in the past.

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We we know, or we have a good reason to believe are likely to prevent a challenging situation from happening or if 1 were to happen. These are the things that in the past.

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Have worked, or we think will work to make the situation resolve as safely and quickly as possible.

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So this could include our should include several components. So the 1st, 1 being recognizing.

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What are some warning signs that you would see in the person? So, how would you know that you're about to get into a challenging situation? So what what are their.

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Um, tells or how, if I walk into a room.

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How would I know that that person is getting getting geared up or getting ready to have some challenging.

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Behavior or her, that their day has turned poorly. Like, what are the things that I would see to know that that was happening? And the reason why that's important to know is because you have to be able to communicate that to staff that are coming on.

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Hey, this is what you look for, and most of the time we already know this.

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But having it down in a plan, helps it become more than just.

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A verbal history of the person, it becomes a written history, which is easy to transport the easy to train. Um, it's a good refresher for staff.

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If they forget, or if they get pulled, they have that as a quick reference. The other thing is to what is to recognize what situations have led to challenging situations in the past, or have predicted challenging situations in the past. So, this could be.

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You could think of this as, like, trigger situation. So things that happen, if they happen, you know, based on what's happened in the past, that this is going to be a bad day or things are going to go poorly. Maybe it's.

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A family member agreeing to come visit and then they don't show up and this has happened over and over in the past. And you know, that if they don't show up and that's going to be that's going to make the person very upset and it's going to.

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Could turn into a really challenging situation.

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Maybe, it's when they find out that.

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Some awesome event that they had Pre planned isn't going to happen. Now, like.

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I don't know, maybe there's a global pandemic and stores or clothes, and they can't go to the, the 1 place that they really want to go to.

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So whatever those situations that happen.

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That, you know, based on what's happened in the past are likely to lead to challenging situations.

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And then the challenging situation is important to describe on what, what is it that the person does that so challenging that's serious that that makes us have to respond?

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Do they become physically aggressive and what does that look like? Because there's a 1M different ways to be aggressive. So what does it look like for this person?

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Do they hurt themselves again? What does that look like as a 1M ways to hurt yourself? Same thing with breaking stuff? So it's really just thinking about what does it look like for this person and what should I do.

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And there's a couple of, uh.

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Big implications when it comes to safety crisis plans. So the 1st, 1, well, both of them are related to the behavior support role, which is.

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The CSR that I mentioned earlier, I just want to make sure that people understand that all these things are connected. So the CSR actually defines situations in which state to crisis plans are required. So.

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If you have additional staffing, you should consider this tool.

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And you should recognize that it might be required, depending on what has happened. So if you ever do anything in response to a challenging situation, that limits somebody's right.

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Have to have a safety crisis plan that is a requirement based on the baby sport. Csr. So that means based on what we've talked about so far.

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If you consider that.

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Adding additional staffing above and beyond typical to address the challenging behavior is the rights limitation and you do that in response to some problem.

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You've now become you've now come into a situation where a safety crisis plan is a requirement.

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So, these things are very important to consider and to recognize that they may be a requirement. They're not, they're not a restriction having a safety crisis plan is not a restrictive intervention. It might contain restrictive interventions, but it's really just a.

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A written document of the things that you've done in the past.

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That have work that you should do again, and it helps to for people to recognize.

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If things don't work to not do them again.

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So, again, it's just a set of.

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It's just a set of tools, our strategies that can guide staff action and there's a ton of resources on our website. They're linked here in the PowerPoint. So when you get this after.

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View attending today, you can get to a template and assessment and you can also get some, some trainings that have been done on safety plans are incredibly important.

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Just 1 last analogy, so I can beat this horse completely to death. It's kind of like having a.

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An evacuation plan for fires, you know, you know, the route that's most likely to get you out safely.

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Based on past experience of what you know about the building, and you know what you're supposed to do. If you have a fire.

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It's just that it's just that, except for behavior.

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There's really no reason not to have 1.

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Because it's just, it's just, it's just preparing, it's just thinking ahead and having a plan in place and, um.

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The last thing you want to do is trying to figure out what to do in the thick of the crisis. You don't want to have to try to figure out what to do, or you don't want to be that directory staff having to figure out what to do in the situation. If something's going to happen, something has to happen.

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And so if you the more that you can Pre plan, the better.

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The other thing that's important to think about was safety crisis plans is that is it might.

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Include some physical crisis management, so you might have a step in there. If behavior is completely out of control, it's somebody's.

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Engaging and physical aggression, where they're seriously hurting another person and it's continuous that physical crisis management may be indicated those steps should be in there. Including, um, at what point you should consider using it. What are the, the techniques that should be considered to be used?

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What shouldn't be used?

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All of those things should be in there and again, it's just it's just a plan to make sure people stay safe.

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Next we talk about person centered, staffing.

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And really what this is, is think of it like a.

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Match dot com for staff and the people they're working with. So the last thing any of us would want to do is spend.

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The majority of our time was a person that has.

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No, similar interests and.

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We don't get along with so having person centered staffing really gives the person a voice that.

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Giving them the ability to choose their staff.

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You could also utilize or create some matching tools to help.

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Match staff to a person that they might be more successful working with.

176

00:21:49.733 --> 00:22:02.634

The other thing to think about is, in addition to having the person have a voice in who, who staffs them, who the system throughout the day is staff should be engaged. And that means that staff should.

177

00:22:02.939 --> 00:22:11.459

Not just be off by themselves, or shouldn't wait around for a problem to happen before they kind of get involved and and start.

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00:22:11.459 --> 00:22:15.989

Interacting with the person, they should be interacting with the person. So you can only throughout the day.

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00:22:15.989 --> 00:22:21.179

Specifically, when things are going well, and 1 of the things that.

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00:22:21.179 --> 00:22:28.858

Sometimes happens is sometimes staff could benefit from having a little bit of training or some.

181

00:22:28.858 --> 00:22:36.209

Maybe some help on how to how to start conversations. So, believe it or not.

182

00:22:36.209 --> 00:22:39.628

Sometimes people just struggle to have conversations with.

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00:22:39.628 --> 00:22:50.999

Other people in general, so they, it's hard to know how to how to go up out of the blue and start a conversation. So, sometimes people can benefit from having some practice and sometimes.

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00:22:50.999 --> 00:22:57.358

Um, there are certain individuals that are harder to support than others, because they have limited.

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00:22:57.358 --> 00:23:05.489

Interests or they're kind of hard to approach and so specifically in those situations is really helpful to have a cheat sheet or some sort of guide on.

186

00:23:05.489 --> 00:23:12.148

How do you go up and have a conversation with this person? So it's more than just 1 of the things that this person likes to talk about. But what.

187

00:23:12.148 --> 00:23:17.519

What how do you start having a conversation with Johnny? How do you start having a conversation with Susie?

188

00:23:17.519 --> 00:23:22.499

Um, and throughout the day, hopefully the person's doing activities.

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00:23:22.499 --> 00:23:31.288

Of daily living hobbies, all sorts of things and staff can do those things with the person. So again, the staff's not there to wait on the person and to do everything.

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00:23:31.288 --> 00:23:35.278

Or the person there to do do with the person.

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00:23:35.278 --> 00:23:42.328

Hopefully helping them become more competent and doing those daily skills and leisure skills.

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00:23:42.328 --> 00:23:48.808

And so they're there to be engaged with the person, and it makes a day go by a lot faster. If staff have.

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00:23:48.808 --> 00:23:56.548

Some expectations and a busy day to to hang out with the person, rather than just sitting around waiting for something to happen.

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00:24:02.098 --> 00:24:14.578

Schedules are also really helpful and important so that staff know what it is they need to be doing throughout their shift, rather than.

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00:24:14.578 --> 00:24:19.499

Just sitting around surfing the Internet on their phone, or.

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00:24:19.499 --> 00:24:24.509

I'm waiting for the individual to prompt what should be done.

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00:24:24.509 --> 00:24:33.959

So really having a daily schedule with specific tasks or things that the staff should do each hour listed out is really helpful for staff to have.

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00:24:33.959 --> 00:24:41.489

A vision of what their day should look like, and then also making sure that that schedule balances.

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00:24:41.489 --> 00:24:50.909

Flexibility so, if the person that that's being supported decides, no, I don't want to do this activity.

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00:24:50.909 --> 00:24:57.479

What could what else could they do are their choices built in and clear actions their staff around those choices?

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00:24:57.479 --> 00:25:00.838

And then the person should also have a schedule.

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00:25:00.838 --> 00:25:03.838

What choices the things that they could do each hour.

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00:25:03.838 --> 00:25:16.618

Those things should be fun we suggest having if, if there are tedious things that need to be done, make sure the tedious things are done. 1st, and then having the fun activities follow that.

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00:25:16.618 --> 00:25:19.679

That way, you're, you're paying off doing those.

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00:25:19.679 --> 00:25:27.088

Less enjoyable tasks, but in general, they should have lots of choices on things that they enjoy and.

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00:25:27.088 --> 00:25:32.219

Earn maybe earn something for doing those less preferred tasks as well.

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00:25:40.554 --> 00:25:47.304

Okay, let's talk about clear expectations. So this is related to lots of the things that we've already talked about.

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00:25:47.848 --> 00:25:55.919

So, how many of you have ever worked a job where you showed up and you didn't know at all what you were supposed to do.

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00:25:55.919 --> 00:26:06.118

If you can remember if you are, if you've ever had a job like that, you probably remember feeling really confused. Maybe frustrated.

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00:26:06.118 --> 00:26:15.898

Maybe like, it wasn't worth doing I would have to imagine that that's how direct care staff feel when they don't know specifically what they're supposed to be doing.

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00:26:15.898 --> 00:26:21.118

Or, if the only expectations they have are around documentation.

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00:26:21.118 --> 00:26:26.368

And keeping clothes clean and all that kind of stuff that.

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00:26:26.368 --> 00:26:36.269

Um, that's probably the only thing they're going to spend their time doing. So clear expectations includes all of those things that you hope that they will do throughout the day, which.

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00:26:36.269 --> 00:26:46.378

Includes helping come up with a daily schedule with the person being flexible on what that entails being engaged and doing with.

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00:26:46.378 --> 00:26:50.068

And then once you have all of these expectations.

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00:26:50.068 --> 00:26:56.249

You know, the cooking, the cleaning, the driving, the teaching, all all of those things that they could or should be doing.

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00:26:57.144 --> 00:27:10.074

Including things that they shouldn't be doing. So, if they're supposed to be observing the person, because the person engages in so much

challenging, behave that they need eyes on 24, 7 and they shouldn't be cooking and cleaning and driving.

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00:27:10.074 --> 00:27:14.903

Then that needs to be outlined and expectations. And they should be.

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00:27:15.689 --> 00:27:26.759

Preferably written expectations just because it's, it's easier to talk about and refer to when something's in writing rather than again. If it's a verbal history. So once all those things are established.

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00:27:26.759 --> 00:27:31.169

This is going to allow for House managers and professional managers.

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00:27:31.169 --> 00:27:40.288

Um, and even the service coordinator to come in and be able to to see that things are happening as they're intended. So, once you figured out ahead of time, what should be happening.

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00:27:40.288 --> 00:27:45.689

The staff have those expectations that the individual has expectations about what their date.

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00:27:45.689 --> 00:27:49.679

What they should expect from their day, so they know what staff should be doing and not doing.

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00:27:49.679 --> 00:27:54.959

This is going to let supervisors and.

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00:27:54.959 --> 00:28:08.933

Um, service coordinators come in and be able to know when they show up that things are happening as they're intended. And if they're not happening as they intended, that provides an opportunity for professional managers and House managers to do some coaching of themselves. They're ourselves.

226

00:28:08.933 --> 00:28:10.703

So, they can be the behavior coach for staff.

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00:28:11.038 --> 00:28:19.979

So, it doesn't mean yell it staff. It doesn't mean get angry at staff. It means identify what's happening. Now, what should be happening instead?

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00:28:19.979 --> 00:28:27.719

Um, if you need to do some retraining or reminding, and then helping, make sure they know how to do it and then.

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00:28:27.719 --> 00:28:34.648

Recognizing when they're doing it correctly, it also means that if you show up and going well, it means recognizing that things have gone. Well, and.

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00:28:34.648 --> 00:28:38.189

It's contributing to a good life for the personal.

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00:28:44.429 --> 00:28:51.028

All right, I think we tend to miss this 1 the most. So we.

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00:28:51.028 --> 00:28:55.709

We talked earlier about having that behavior coach for the person and.

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00:28:55.709 --> 00:28:58.739

This is really where the teaching comes in, so.

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00:28:58.739 --> 00:29:08.128

We want to make sure that we're teaching specific skills things like social skills or functional communication. So.

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00:29:08.128 --> 00:29:15.628

What, if the person is engaging in problem behavior and that's why we have added staffing there what is that?

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00:29:15.628 --> 00:29:22.019

Replacement behavior that we want to see happen that replacement skill for problem behavior.

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00:29:22.019 --> 00:29:26.759

And then have that behavior coach of the added staff, pay off.

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00:29:26.759 --> 00:29:32.909

Whenever they see that replacement skill happening or model that replacement skill for the person.

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00:29:32.909 --> 00:29:38.699

And then we want to make sure that.

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00:29:38.699 --> 00:29:43.709

We have, and we and we talked about schedules earlier and having choices.

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00:29:43.709 --> 00:29:53.608

But I think this goes back ties in with skills really well, too. You can add in to your daily schedule, specific skills, teaching opportunities.

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00:29:53.608 --> 00:29:58.439

And these skills could be taught naturally, during things like active hobbies.

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00:29:58.439 --> 00:30:06.838

You can teach the person how to make their own schedule, how to make choices to have.

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00:30:06.838 --> 00:30:09.898

Fun exercise opportunities.

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00:30:09.898 --> 00:30:17.398

How to have a healthy day or a healthy wise these are all things that could be built into the schedule.

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00:30:17.398 --> 00:30:20.519

That are teaching skills to the person.

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00:30:20.519 --> 00:30:24.209

Rather than just having passes things in the schedule.

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00:30:24.209 --> 00:30:28.919

Like, video games where we're losing out on a lot of teaching opportunities.

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00:30:28.919 --> 00:30:33.749

When we talk about teaching specific skills.

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00:30:33.749 --> 00:30:39.689

We really want to make sure that it's Pre planned by the entire team.

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00:30:39.689 --> 00:30:45.413

Not just up to the added staff or behavior coach to figure out on their own. In the moment.

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00:30:45.713 --> 00:30:56.844

That's not going to be as successful as successful as having a team approach where it's well, thought out and planned and put together and built into the schedule.

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00:30:57.179 --> 00:31:03.989

By the whole group ahead of time. So really Pre planning with the team is is very important.

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00:31:05.398 --> 00:31:09.983

And if the person has something like a behavior support plan,

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00:31:10.253 --> 00:31:13.223

then tying those specific skills in,

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00:31:13.403 --> 00:31:15.413

and making sure the behavior coach,

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00:31:15.443 --> 00:31:21.923

the added staff is trained on what skills are in the behavior support plan that they should be looking for.

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00:31:21.923 --> 00:31:22.824

And modeling.

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00:31:23.159 --> 00:31:34.348

Paying off, and when we say paying off, we mean, making sure the person is recognized for performing whatever good behavior skills we're looking for.

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00:31:34.348 --> 00:31:38.189

That could be things like praise it could be.

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00:31:38.189 --> 00:31:42.298

Earning something extra, maybe.

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00:31:42.298 --> 00:31:50.219

Access to something, they don't normally have access to whatever you have built into their and plan.

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00:31:50.219 --> 00:32:01.739

Okay, so we've talked about a lot of things that you can do in.

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00:32:01.739 --> 00:32:15.808

Once you have kind of sat down and thought about what what things make sense and you've done something. I need to figure out. Is it working? So, this is where that data stuff comes in. So you've got to have data at the beginning. So, you can kind of figure out.

265

00:32:15.808 --> 00:32:26.368

What it is, you can do to kind of make the situation better and then when you have a good idea of what might make it better, they still need to take data because you need to know is it working or not?

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00:32:26.368 --> 00:32:30.929

So, a lot of times, what happens is we, we try things and then.

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00:32:30.929 --> 00:32:38.308

Um, we doing for a while, we don't take any data and then we just kind of sit back and we're like, hey, is this is better or not and really what we go to is.

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00:32:38.308 --> 00:32:48.058

Kind of probably our last experience with the person and if our last experience with the person was good and things are getting better and if it was bad and things are getting worse. No problem with that is.

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00:32:48.473 --> 00:32:58.554

That's just 1 moment and without a greater context of kind of how the person's doing over a longer period of time. We can't really say things are getting better or worse.

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00:32:58.763 --> 00:33:10.193

So, what I mean, by that is, yeah, it could be true that the last interaction you had with Johnny was awful and things are still getting better because it's, it's longer and longer periods of time between.

271

00:33:10.528 --> 00:33:22.913

Bad days, or between challenging situations, or maybe it was a challenging situation, but it was much less severe than it has been in the past. And he's only had 2 this month and last month he had 5 and the month for that.

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00:33:22.913 --> 00:33:26.183

He had and so, even though you had a bad moment.

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00:33:26.519 --> 00:33:39.058

Things are still getting better and on the other hand, maybe you had a really good moment. The last time you were with Johnny, the overall things are getting worse. So, maybe that was the only good day. He's had this month and last month.

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00:33:39.058 --> 00:33:42.598

Most of the days were good and the only way you can know.

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00:33:42.598 --> 00:33:48.808

Again, greater context, more than just a single moment is if you're taking data to see.

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00:33:48.808 --> 00:33:57.898

Over time, how are things going? How many challenging situations has happened? Is it still certain times a day? Is it different times a day now?

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00:33:57.898 --> 00:34:01.979

And if things are going better.

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00:34:01.979 --> 00:34:13.224

Now, you can start thinking about what, what can we do to work on additional objectives that we have so, maybe we've taught some skills, but there still needs to be some more teaching happening.

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00:34:13.224 --> 00:34:17.244

So, how can we start working on the additional skills now that we're.

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00:34:17.548 --> 00:34:29.518

We're solid on the 1st skills if we, if we don't if we're not really needing to learn more skills and now we need to start thinking about, how do we start fading back on the additional staffing? So.

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00:34:31.583 --> 00:34:44.123

Staffing above, and beyond what's typical should be viewed as a short term. That doesn't mean that every person that we support will ever get to just typical staffing, but we should always be thinking about that. And so what can we fade back?

282

00:34:45.114 --> 00:34:49.344

Can the person have some alone time? What does that look like? How can we start slowly and build.

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00:34:49.648 --> 00:34:55.829

Uh, maybe a long time complete a long time is too much, but maybe remote supports is a way that we can start.

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00:34:55.829 --> 00:35:07.289

I'm introducing some something that looks more like privacy, but also have that remote monitoring capability so that we can respond and assist if we need to. So, 1 of the things that we can do to start.

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00:35:07.289 --> 00:35:10.708

Promoting a person's independence and really just.

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00:35:10.708 --> 00:35:14.668

I'm noticing and and building on the success they're having.

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00:35:14.668 --> 00:35:18.418

Now, if things are getting worse, don't fate staffing.

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00:35:18.418 --> 00:35:23.159

Figure out what you're doing, figure out what you think's not working.

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00:35:23.159 --> 00:35:29.699

Make a make a change and then try it again. And then you just continue to look at the data. It's just this.

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00:35:29.699 --> 00:35:33.208

Constant racing repeat you.

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00:35:33.208 --> 00:35:40.889

You look at the data and you see what's not working or what is working you try to do less of what's not working and try to do more of what is working.

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00:35:40.889 --> 00:35:48.929

You see what happens if it doesn't work, you make another change and you just keep going on and on it until you start finding success and move slowly towards.

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00:35:48.929 --> 00:35:53.998

I'm managing staff anymore.

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00:35:54.744 --> 00:36:03.954

I think another thing to keep in mind when it comes to data and your staffing plan is making sure that you're taking fidelity data.

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00:36:03.954 --> 00:36:11.364

So our staff following the plan that you've built correctly, are they teaching those skills at the.

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00:36:11.728 --> 00:36:15.958

The times that they should be is the schedule being followed.

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00:36:15.958 --> 00:36:19.108

Um, are just making sure.

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00:36:20.184 --> 00:36:34.704

Staff are getting the, the support that they need to be successful. So if the plan's not being followed, maybe we need to retrain. Maybe we need more frequent check ins with staff to get them some modeling and feedback of what they should be doing.

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00:36:35.362 --> 00:36:49.074

And then also, like, Lucas mentioned earlier, making sure when staff are following the plan that you really pay that off for staff as well. So pricing staff and maybe they, they can have something they can work toward earning as well.

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00:36:54.414 --> 00:37:06.233

These are some other things that might be helpful for you and we'll have these linked as well at on when this the slides are posted. So tiered supports is.

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00:37:07.884 --> 00:37:15.744

A consultation process that helps you build positive strategies that improve quality of life,

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00:37:15.744 --> 00:37:23.603

and also help to figure out how to get those strategies used and implemented and I could go on and on about tiered supports,

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00:37:23.603 --> 00:37:31.793

but I want to make sure we have ample time for questions so I'm going to just stop with that and it'll be linked and you can go to our website to find out more.

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00:37:32.219 --> 00:37:35.458

The behavior support review committee.

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00:37:36.023 --> 00:37:50.423

Is where you can go to problem solve specific strategies for high risk behaviors and to kind of help figure out how well, the behavior support plan is designed. And what are some other things that you could try.

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00:37:50.789 --> 00:37:55.438

With employment, we're thinking that if you.

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00:37:55.438 --> 00:38:06.898

Utilize employment services and the person can have a better life will have a better economic status, more social outlets and purpose to their day.

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00:38:06.898 --> 00:38:18.840

Counseling is really important, especially if they have a history of trauma, which most people that we support do. So, counseling might be something necessary.

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00:38:18.840 --> 00:38:33.539

If they're the added staffing is for behavioral reasons, then we always suggest starting out with a medical evaluation, because it could be something medical going on. That's contributing to the behavior. Maybe they have.

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00:38:33.539 --> 00:38:40.019

Really high side, right levels or something that can have behavioral effects.

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00:38:40.019 --> 00:38:47.219

Lucas mentioned earlier technology supports so maybe instead of having.

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00:38:47.219 --> 00:38:51.780

2 on 1 staffing, you could have 1 on 1 staffing with remote support.

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00:38:51.780 --> 00:39:04.260

So these are just some things that we think would be beneficial to try in addition to added staffing. If you think that staffing is necessary.

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00:39:04.260 --> 00:39:11.159

So, can I add 1 more thing before you hit next steps?

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00:39:11.159 --> 00:39:14.789

Yeah, yeah, absolutely. Okay. So I think just to kind of.

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00:39:14.789 --> 00:39:24.239

Bring it all back together. I think the best way to think about additional staffing is is additional resources or additional tools by themselves.

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00:39:24.239 --> 00:39:32.280

Staff don't don't help, because they're just more resources. It's how you, it's how you use the resources. It's how you.

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00:39:32.280 --> 00:39:44.130

Um, put put the staff to work to help the person and that makes makes the situation better. So, just authorizing additional staff.

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00:39:44.130 --> 00:39:49.380

That by itself doesn't help the person just put in an additional body in the house.

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00:39:49.380 --> 00:39:57.420

Doesn't help the person not not having clear things for those people to do doesn't help the person only when you.

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00:39:57.420 --> 00:40:10.289

Think about how you're going to spend these resources, these additional resources you use these additional tools. What are they're gonna do? Can that actually be helpful? And a lot of times what you find is, you need.

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00:40:10.289 --> 00:40:16.230

Other resources, besides just staff as well. So you need additional services that are specialized.

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00:40:16.230 --> 00:40:20.219

That can meet other needs that additional staffing can't need.

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00:40:26.815 --> 00:40:38.215

Absolutely, I also forgot to mention community integration. So making sure that the person has a meaningful day beyond just what's inside of their home. And I know it's cold.

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00:40:38.215 --> 00:40:52.224

It's a lot more difficult to work on that community integration piece. But maybe there's some virtual things that they could do. I know a lot of museums and places are doing virtual tours.

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00:40:52.255 --> 00:40:53.394

There are a lot of.

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00:40:53.730 --> 00:41:01.139

Chat group Jones that have opened up where people can get together and just talk about similar interests that they have.

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00:41:01.139 --> 00:41:09.239

And so making sure that they're able to have opportunities with peers and that social outlet beyond their, their home as well.

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00:41:09.239 --> 00:41:13.289

And that added staff staff person can help.

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00:41:13.289 --> 00:41:25.139

Facilitate that some next steps is to to look for additional. So, this is 1 in a series of 3 webinars so far. So.

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00:41:25.139 --> 00:41:31.320

We'll have them the next 2, Tuesdays in October.

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00:41:31.320 --> 00:41:37.469

And then we're building some virtual workshops to go along with.

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00:41:37.469 --> 00:41:41.460

With these webinars as well as some tier 1.

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00:41:41.460 --> 00:41:46.980

Universal strategy, workshops that are available and we'll link those to for, you.

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00:41:46.980 --> 00:41:59.519

And then we also have the provider support committee, which starting in November is going to be a sort of like a learning community for residential providers to come together. We'll have a real short.

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00:41:59.519 --> 00:42:03.059

Didactic presentations, so a real short PowerPoint for you.

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00:42:03.059 --> 00:42:09.449

And then we'll leave it open for you guys to ask questions and maybe talk about.

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00:42:09.449 --> 00:42:14.429

What's working well for you around whatever our subject is we'll have a theme each time.

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00:42:14.429 --> 00:42:25.829

And we'll be there to provide professional consultation around that theme and any questions that you have, and it's really open to any residential provider that wants to call in.

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00:42:25.829 --> 00:42:29.670

And it's the 1st and 3rd Tuesday.

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00:42:29.670 --> 00:42:33.840

Every month starting in November.

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00:42:33.840 --> 00:42:38.610

And that will, they'll log in and cancel and more information on that will be linked.

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00:42:38.610 --> 00:42:44.429

So, now we have about 15 minutes left and.

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00:42:44.429 --> 00:42:55.170

We wanted to leave some time for you guys to ask questions. Is there anything we talked about today? That's kind of fuzzy in your brain floating around that you want more clarification on.

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00:42:55.170 --> 00:43:02.820

Maybe there are other things that you've tried around added staffing that might be helpful for other people on the call to hear about.

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00:43:02.820 --> 00:43:11.130

Or maybe you've tried some of the stuff we've talked about today and you found, like, hey, it's not working. These are things that are stopping it from being successful.

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00:43:11.130 --> 00:43:17.489

If you guys have anything you want to add or ways, we can better help you.

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00:43:17.489 --> 00:43:21.989

Please put that in the chat box.

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00:43:28.590 --> 00:43:33.599

Or if you want, you can unmute and just have a conversation with us.

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00:43:39.449 --> 00:43:48.389

Actually, unmuting isn't just as easy of an option like that, that options only available for panelists to amuse themselves.

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00:43:48.389 --> 00:43:51.869

When we're using the event, so sorry.

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00:43:51.869 --> 00:43:57.420

No worries, thank you. Hi, 5 and he use the chat box.

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00:43:57.420 --> 00:44:09.659

And Jamie asked will all the documents we discussed today, be available and where yes. All of the documents are already available on our website.

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00:44:09.659 --> 00:44:19.980

If you go to tiered support under tier 2 and Tier 3 is where most of the documents are however, we will have them linked.

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00:44:19.980 --> 00:44:24.239

When the webinar is posted.

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00:44:24.239 --> 00:44:31.230

So you won't have to go digging around we'll have a link for you and you can just click and it'll take you straight to it.

357

00:44:31.230 --> 00:44:43.019

And I believe correct me if I'm wrong, that will go out.

358

00:44:43.019 --> 00:44:51.449

In an email, and then also be posted to the webinar page. Excuse me? Yeah, That'll go out in an email blast.

359

00:44:51.449 --> 00:44:57.750

So, I sound like a broken record on this 1. if you haven't signed up for our division email blast, please, please, please do that.

360

00:44:57.750 --> 00:45:03.539

So, it will be, it will go out. We should have that within 48 hours easily.

361

00:45:03.539 --> 00:45:08.429

Add email blast to blah, and it will also be posted on the previous page.

362

00:45:08.429 --> 00:45:13.530

And then those documents, as we mentioned are already available on the tier to.

363

00:45:14.815 --> 00:45:33.235

Silence.

364

00:45:34.650 --> 00:45:37.800

So, it looks like we have.

365

00:45:37.800 --> 00:45:44.730

A comment from Cana, it says due process has a section on their form about teaching strategies.

366

00:45:44.730 --> 00:45:48.900

Oh, it's a question, how do you suggest we work on teaching new skills to our.

367

00:45:48.900 --> 00:45:52.289

Individuals, that's a great question.

368

00:45:52.494 --> 00:46:00.204

And I'm actually going to step back a little bit from that. So 1 of the part of the process is a needs assessment.

369

00:46:00.204 --> 00:46:08.094

That's really where the ice becomes from is you're identifying what the person needs and then the next step is figuring out how you can help them meet their needs.

370

00:46:08.489 --> 00:46:12.960

And so this process around.

371

00:46:12.960 --> 00:46:24.505

Teaching skills is the same process you would go through. No matter what it is that the person needs in their. So, if it's around unemployment, they need to learn skills around it.

372

00:46:24.505 --> 00:46:28.164

You're probably going to be thinking about who, who do I know what service.

373

00:46:29.010 --> 00:46:37.980

Content can I get the person access to that knows about how to teach employment skills? Because they and they can access preemployment service.

374

00:46:37.980 --> 00:46:49.110

If it's about activities of daily living, it depends on what specifically what it is if it's how to use the restroom.

375

00:46:49.110 --> 00:46:52.199

And maintain hygiene and cleanliness.

376

00:46:52.199 --> 00:46:56.010

Who, who do you know that can can teach that skill? And.

377

00:46:56.010 --> 00:47:00.659

Apply behavior, analysis services might be that service that can help.

378

00:47:00.659 --> 00:47:13.675

Teach person's skills necessary for for toileting if it's relationship skills that the person needs to learn, who do you know what other services can help meet that need it?

379

00:47:13.675 --> 00:47:26.934

The relationships are about just interacting with people in the community. Maybe community integration is the best service to help teach that person interact conversational skills for the community. If it's how do you.

380

00:47:27.960 --> 00:47:42.360

Uh, talk to a person that you're interested in and dating. Maybe there's a relationship classes that are hosted locally, or maybe a counselor can can work with them on that. Especially if, if.

381

00:47:42.360 --> 00:47:47.099

Relationship challenges are related to some past mental health concern.

382

00:47:47.485 --> 00:48:01.795

Maybe, it's a behavior analyst that can help them learn how to talk to people. Do they need to learn some skills related to dealing with stressful situations and refraining from breaking things and beating people up.

383

00:48:02.400 --> 00:48:07.409

Okay, that's probably a good job for a behavior analyst to come in and.

384

00:48:07.409 --> 00:48:15.480

Look at what's going on in the environment that kind of sets up and keeps this this.

385

00:48:15.480 --> 00:48:22.920

The cycle, or this challenging situation from keeps it going and what can be done instead, including what to teach in addition.

386

00:48:22.920 --> 00:48:34.590

Um, to making changes in the environment. So, that's what I would say is, it really goes back to that needs assessment and then looking at, what are the services? What are the resources that you have that can help those needs get met.

387

00:48:34.590 --> 00:48:49.530

That's I think that's the easiest way to answer it. I know. That's not a really good specific answer, but it's really just about highlighting and identifying what are the resources in sources and services that you can tap in to meet those needs. So, it really just depends on what the person needs.

388

00:48:52.704 --> 00:49:05.125

And Jennifer put a comment in here that very helpful. She says that tiered supports can teach provider staff how to teach. And that part of the problem could be that staff don't.

389

00:49:05.460 --> 00:49:13.559

Don't see themselves as there to the teachers and that's absolutely correct. So tiered supports teaches.

390

00:49:13.559 --> 00:49:17.039

Provider staff how to.

391

00:49:17.039 --> 00:49:27.090

Give instructions how to model, and give feedback to people, which is in practice opportunities, which is really, really important when it comes to teaching skills.

392

00:49:27.090 --> 00:49:33.210

So that's where tiered supports can be a very valuable resource for you guys.

393

00:50:11.880 --> 00:50:21.389

Any other questions you guys might have, I don't know if people are typing on.

394

00:50:22.735 --> 00:50:23.635

Don't be shy.

395

00:50:46.199 --> 00:50:49.440

Do you want to take a.

396

00:50:49.440 --> 00:50:53.190

Comment from amber.

397

00:50:58.590 --> 00:51:01.920

Sure.

398

00:51:01.920 --> 00:51:11.280

I'm I'm assuming tsc is tiered support consultation. I'm not sure though.

399

00:51:11.280 --> 00:51:15.570

So, I just want to make sure I'm answering correctly.

400

00:51:23.010 --> 00:51:31.440

And appears, I think she's referring to support 1 of the support committees. So, either the behavior support review committee, or there provides for review committee.

401

00:51:31.440 --> 00:51:36.900

Provide your support minutes sorry to make me. Okay.

402

00:51:36.900 --> 00:51:43.500

Um, so it sounds like amber is saying that.

403

00:51:43.500 --> 00:51:47.730

Folks don't know what the provider support committee is.

404

00:51:47.730 --> 00:51:53.070

For what the behavior support committee is is that correct? Amber.

405

00:52:04.650 --> 00:52:13.110

Let's let's just go with that. What it is. Okay. Okay. So if that's what you're saying, then we are.

406

00:52:13.110 --> 00:52:16.710

Going to do a better job at communicating.

407

00:52:16.710 --> 00:52:22.829

These opportunities directly to providers, so.

408

00:52:22.829 --> 00:52:26.699

Sending out personal invitations making sure that.

409

00:52:26.699 --> 00:52:30.539

And it goes out in the mail blast, so that.

410

00:52:30.539 --> 00:52:33.750

Is, um.

411

00:52:33.750 --> 00:52:40.110

A residential provider gets the invitation they will know what the theme is for provider support committee.

412

00:52:40.110 --> 00:52:45.840

Before it happens, so that they know which staff they might want to have attend, whether it be the.

413

00:52:45.840 --> 00:52:48.840

The direct staff that works with the individual, or.

414

00:52:48.840 --> 00:52:56.909

If they have a supervisor that they would rather have go that could then coach the staff on what they learned there.

415

00:52:56.909 --> 00:53:03.840

So, I think that one's more on us and making sure that we're communicating more effectively with.

416

00:53:03.840 --> 00:53:07.139

The committees and what is available for you guys.

417

00:53:07.139 --> 00:53:11.760

And we will do better. Yes. And also just.

418

00:53:11.760 --> 00:53:14.849

That you may have said this ran and I apologize, but.

419

00:53:14.849 --> 00:53:21.659

Um, it shouldn't be the direct care staff, the, that frontline person's responsibility to to.

420

00:53:21.659 --> 00:53:26.099

To get the person to the committee so they, they shouldn't be the 1 that has to.

421

00:53:26.099 --> 00:53:32.130

Recognize that the person could benefit from the committee that they might they might see that they may.

422

00:53:32.130 --> 00:53:44.880

Suggest it, but it shouldn't be their responsibility. That's really the team's responsibility. And so if all of these things that are in place that we talked about are in place, it'll become pretty, pretty clear pretty quickly.

423

00:53:45.295 --> 00:53:49.135

The additional help is needed and the team can reach out and get those things.

424

00:53:49.135 --> 00:54:00.385

So 1 of the things, and having a Pre plan, for all this stuff is that what you're really doing is taking a lot of the burden off direct care staff from having to figure these things out in the moment.

425

00:54:01.195 --> 00:54:08.425

And so they can focus on helping the person meet their needs and do their teaching and all that kind of stuff. So that they're not having to to, to.

426

00:54:09.269 --> 00:54:18.869

To also worry about what what else they need to be doing beyond yes. Their, their, their day job of helping the person. Um.

427

00:54:18.869 --> 00:54:24.030

Learn skills and have a really good, have the best quality of life that they can.

428

00:54:32.670 --> 00:54:45.960

We have another question from K, asking how do conversations begin about matching staff and the individual when should they begin and who is responsible for those conversations?

429

00:54:45.960 --> 00:55:00.655

So, I really think and Lucas feel free to jump in whenever but I really think that when you are utilizing the enhanced staffing review tool, or when you're planning around and assessing the need for added, staffing is really thinking about.

430

00:55:01.050 --> 00:55:09.030

Who would be the best staff that you have to work with that person? And why so, what are some things? The person is interested in.

431

00:55:09.030 --> 00:55:12.840

And then interviewing your staff to find out.

432

00:55:12.840 --> 00:55:17.010

Wouldn't they be a good fit for for working with them?

433

00:55:17.010 --> 00:55:20.010

Do you have more thoughts around that?

434

00:55:20.010 --> 00:55:34.824

Yeah, so I would think I would say that it should happen as often as it can happen or that is possible. So, if a person's moving from provider to provider that conversation, and some thought should go into.

435

00:55:35.159 --> 00:55:38.369

Persons that are staffing at that point.

436

00:55:38.369 --> 00:55:45.900

Um, and the easiest way to do it is just to involve the person themselves as much as possible. Now, I understand that.

437

00:55:45.900 --> 00:55:51.090

It's impossible to to hire specifically, just based off what.

438

00:55:51.090 --> 00:56:00.269

Is the best preference of the person because there's obviously compromises that have to be made so you're trying to to meet.

439

00:56:00.269 --> 00:56:04.110

The person's preference as best as possible within white what you have available.

440

00:56:04.110 --> 00:56:07.829

So, I understand that it's not completely.

441

00:56:07.829 --> 00:56:16.650

So, I'm at the discretion of the person, but it should happen as often as possible. If you have staff roll over and you're hiring new staff. I've seen agencies that have.

442

00:56:16.650 --> 00:56:27.119

Um, added the individual as part of, like, a 2nd and 3rd or an informal review after the staff person's been hired to give them a chance to meet people that.

443

00:56:27.119 --> 00:56:35.760

Um, may work with them and have a chance to say, yay or nay, whether they think that's a good idea. So, I think as as much as you can involve the person and their supports.

444

00:56:35.760 --> 00:56:42.239

The best the better, but they may not have to legally consent to it, but they should be agreeing to the things that are happening.

445

00:56:42.239 --> 00:56:48.059

To help them throughout the day so that I, that's again probably not the best answer, but it's it's as good as I got.

446

00:56:48.059 --> 00:56:57.570

And also, when it comes to matching, I want to always think about tying in.

447

00:56:57.570 --> 00:57:02.730

Everything about the person, so if they have a trauma history and.

448

00:57:02.730 --> 00:57:07.170

It involves.

449

00:57:07.170 --> 00:57:18.900

Sexual abuse, and it's a female person that was abused by a male. Then maybe thinking about having a female staff work with them.

450

00:57:18.900 --> 00:57:27.570

That way if they're having continuous staffing, they're around someone that they might feel more comfortable with.

451

00:58:03.445 --> 00:58:18.144

Well, I don't see any other questions coming through. We will hang out here for an extra couple minutes, but I just wanted to take the time to thank all of you for joining us today. And for asking questions and listening to Lucas and I talk about.

452

00:58:18.480 --> 00:58:23.070

This risk category, you guys are awesome.